

# **ISO 9001 Registration Project**

## **Status Report for December 1998**

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### **Status, Progress, and Accomplishments**

#### Project Schedule

- The Project is more than two months behind schedule regarding final versions of System Level Procedures (SLPs). The final versions are expected to be available by mid-January. The details are described below under SLP status.

#### GSFC Interim Quality Manual

- A new draft of the Quality Manual has been initiated but is not currently being actively worked in light of pressing issues with employee training, the SLPs, and the directives management system EHB. It is not an issue at this point since the Quality Manual will be first required when it and other documents are submitted to the registrar late in FY98.

#### Scope of Certification

- The final version of the scope has appeared as a point of discussion in QMSC meetings. Most discussion centered around the apparent focus on processes rather than products, which runs against the focus of ISO 9000 in the opinion of QMSC members. Several suggestions have been made to avoid the word "process" whenever possible to avoid potential confusion on process as our product.

#### Communications, Publicity, and Awareness

- A general employee awareness presentation has been developed and distributed for comment to the QMSC and other Center employees, including PAO. The initial presentation will be to the Center's pool of internal auditors, in response to a request for more information about the Project. The schedule of Greenbelt employee sessions is set for late January through mid-February and WFF has been contacted to set up similar sessions there. PAO and OHR have been asked to coordinate publicity and scheduling of employees for these sessions. The presentation will be put on the web site rather than distributed in paper form.
- The Project gave PAO several items for professional finishing, including a single sheet discussion paper and a small booklet for general distribution, and requests for posters and decals to publicize the quality policy and the QMS.

### Training

- The training of the internal audit pool members and lead auditors has been scheduled. There do not appear to be any problems in filling the classes and the evaluations by the attendees has been favorable. The only complaint has been from some attendees who are not familiar with either the Center's ISO 9001 plans or ISO 9000 itself; this will be remedied by a January 15 presentation.

### SLP Development

- The final number of SLPs will be 24, down from the original estimate of 36. The decrease resulted from efforts to combine requirements where possible into single documents.
- The Project proposed that the final drafts of the SLPs not be circulated through the normal directives clearance process in favor of direct submission to Center management for approval. The rationale was that the QMSC and other Center personnel have spent substantial time on their contents. With Mr. Fuchs' approval, this will be done. After completion of the GPG on directives management, changes will be incorporated via the newly devised change control procedure.
- The final versions of the narratives and flowcharts are completed for 22 of the 24 SLPs. A change from a QMS unique numbering system to one integrated with the Government-wide classification system requires reformatting the SLPs. The SLPs will become Goddard Procedures and Guideline documents (GPGs), with the conversion done by mid-January.
- SLP 05.1 *Document Control* is being replaced by a Center-wide directives management system in coordination with Code 230 personnel. It will be numbered GPG 1410.1 when completed, replacing an expired GMI on the same subject and bringing the Center in line with the Agency. This will make the QMS a part of the overall Center directives system and not a separate entity; we will rely on the Quality Manual to identify the QMS documents.
- SLP 09.1 *Process Control* is being rewritten by Code 500.
- SLP 06.1 *Procurement Process* -- Although a final version is on the web site, Code 201 is still reviewing it and may propose changes before it is published.

### Electronic Handbook System

- Work is proceeding slowly on a Center-wide directives management system similar to that developed for HQ directives management (NODIS II), to include both QMS and non-QMS directives. As noted previously, the QMS

documentation will be a subset of the overall Center complement of directives. Using a QMS style approach to the Center's directives will provide a structure for non-QMS processes to be documented at the appropriate levels and for overall control of directives.

- The Project continues to with Code 230 on the subject of directives management and there appears to be no major issues regarding an EHBS. A few questions remain regarding Code 230's acceptance of an on-line system for the official copy of documents and some tacit incorporation of the idea of a tiered documentation system as described in ISO 9000. Although the current Center system does this implicitly, ISO 9000 requires an explicit description. It doesn't appear to be a major hurdle.

## **Issues and Concerns**

- The Project schedule is slipping because SLP development has taken much longer than planned and because the Project is investing time in the EHBS and a new Center directives management system as part of ISO 9001 implementation. It is not considered critical at this point except that it may be indicative of the problems that may occur in developing lower level procedures and work instructions.